

JOB OPPORTUNITY

Posting Date: November 10, 2005

SUPREME JUDICIAL COURT
Job Description and Qualifications
for
Assistant Administrator for Attorney Services and Technology

All applications must be received by:

POSITION SUMMARY:

Working within the Clerk's office of the Supreme Judicial Court for Suffolk County, the Assistant Administrator for Attorney Services and Technology has the primary responsibility for supporting the Attorney Services Department in the utility and maintenance of existing systems and services. The position also supports the entire Clerk's office staff in IT related matters.

MAJOR DUTIES:

Assists Head Administrator for Attorney Services and Technology and performs related duties as required.

Provides technology support to Clerk's office staff.

Assists in assessing and analyzing the operational requirements of the Clerk's office and assists in determining advancements, improvements and/or solutions for all systems.

Maintains neat and detailed documentation for all activities regarding renovations, developments and resolutions for technological systems and services.

Works cooperatively with the Appellate Courts' IT Department to ensure that current and/or advanced systems and services are functioning properly.

Assists in the preparation of Clerk's office user guides and training materials, as well as, the coordination of Clerk's office training for various systems and applications.

Troubleshoots Clerk's office systems and services, including but not limited to, PCs, printers, faxes, etc.

Observes and enforces court and departmental policies and practices.

SUPERVISION RECEIVED:

Receives immediate direction and supervision from the Head Administrator for Attorney Services & Technology and receives general supervision from the Clerk and Chief of Staff.

SUPERVISION EXERCISED:

Exercises discretionary supervision over select staff, interns, outside contractors and agencies regarding technological systems and services for the Clerk's Office.

POSITION REQUIREMENTS:

- Computer Science Degree from an accredited college/university or related field, or equivalent combination of education and experience.
- General knowledge of applications currently used by the Supreme Judicial Court, such as Internet Explorer, Outlook 2000, Forecourt Case Management System, FileNet Panagon Imaging system, Versatile records management software, Microsoft Windows, Corel WordPerfect for Windows, Macromedia Dreamweaver, PowerPoint, Imaging for Windows NT and other typical desktop computer applications.
- General knowledge of PC hardware, installations, upgrades, printers and other TCP/IP network protocols.
- Knowledge of and familiarity with the operational policies and procedures of the departments and divisions of the Supreme Judicial Court for Suffolk County, including knowledge of court functions, procedures, and operations.
- Strong interpersonal skills, customer service skills and experience in supporting people at various levels within an organization.
- Good problem solving skills and ability to apply these skills to speedy resolution of Information Technology-related problems.
- Ability to analyze complex issues and information relating to clerk's office systems and programs.
- Ability to work effectively alone and as a member of a team.
- Ability to complete tasks as directed by management even when given only general guidelines.
- Ability to take initiative, solve problems and assist others in accomplishing their assignments.
- Ability to communicate technical information to non-technical people effectively.

SALARY:

Grade 16	Range:	\$45,649.27 to \$58,099.06
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Send or deliver resume and completed judicial Application for Employment form (available at all court locations and downloadable from <http://www.mass.gov/courts>) no later than November 25, 2005 to:

Clerk Maura S. Doyle
Supreme Judicial Court for Suffolk County
John Adams Courthouse, Suite 1300
Boston, Massachusetts 02108-1707

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER